



**Common Services for Borrowers (CSB)
Loan Servicing and Loan Consolidation Black Belt Kick-off
May 30, 2002**

Agenda



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Common Services Vision



***We Help America Manage
Student Aid Obligations***

Black Belt Introduction



Insert 'Loan Consolidation' or 'Loan Servicing' where appropriate...

- What about the _____ process frustrates me?
- What aspect of _____ generates the most customer/borrower complaints?
- If I could change/remove/add one thing, what would it be?
- What aspect of _____ seems so expensive and/or cumbersome, relative to the value realized?
- What about _____ keeps me up at night?
- What seems like such an easy thing to change, yet we have never been able to do it?

Black Belt Objectives



- To document the current Loan Consolidation (LC) and Loan Servicing (LS) system “As Is” environment based upon process flows, volumes, and costs.
- To develop a “To Be” view for both systems.
- To jointly develop and document suggestions for improvements to LC and LS.
- Integrate/Coordinate improvements between LC and LS, as well as with Collections.
- Present summary of recommended process improvements.
- Create foundation for the Common Services project.

Black Belt Participants



■ Loan Servicing

- Dan Hayward
- Randy Bowman
- Allen Producers
- La Teata Jackson
- Cindy Battle
- Russell Trujillo
- Lee Everett
- Heather Stevens

■ Loan Consolidation

- Denise Leifeste
- Bill Burns
- Michael Peregrory
- Dave Loewenstein

■ Debt Collections

- *Already completed*

Black Belt Timeline



Thursday, 5/30	2 - 3pm, 42H1	Blackbelt Kick-off
Monday, 6/3		Deliver very DRAFT AS IS process flows
Thursday, 6/6	2 - 4pm, 44D2	1st Review and Discussion of AS IS process flows -- Identify gaps, take action items (ex: current costs), etc.
Friday, 6/7	10am - 12pm, 44D2	Continue review of AS IS ; Start TO BE brainstorming
Thursday, 6/13	10am –12pm 1 – 3pm	Finalize AS IS flows; focus on TO BE, take action items
Monday, 6/17		Deliver Draft TO BE process flows
Thursday, 6/20	10am - 12pm 1 – 3pm	Review TO BE process flows; Develop Summary of Improvements presentation
Week of 6/24		TBD (if additional working sessions are required)
Friday, 6/28		Blackbelt Complete <i>Presentation of results to be scheduled</i>

Questions?

